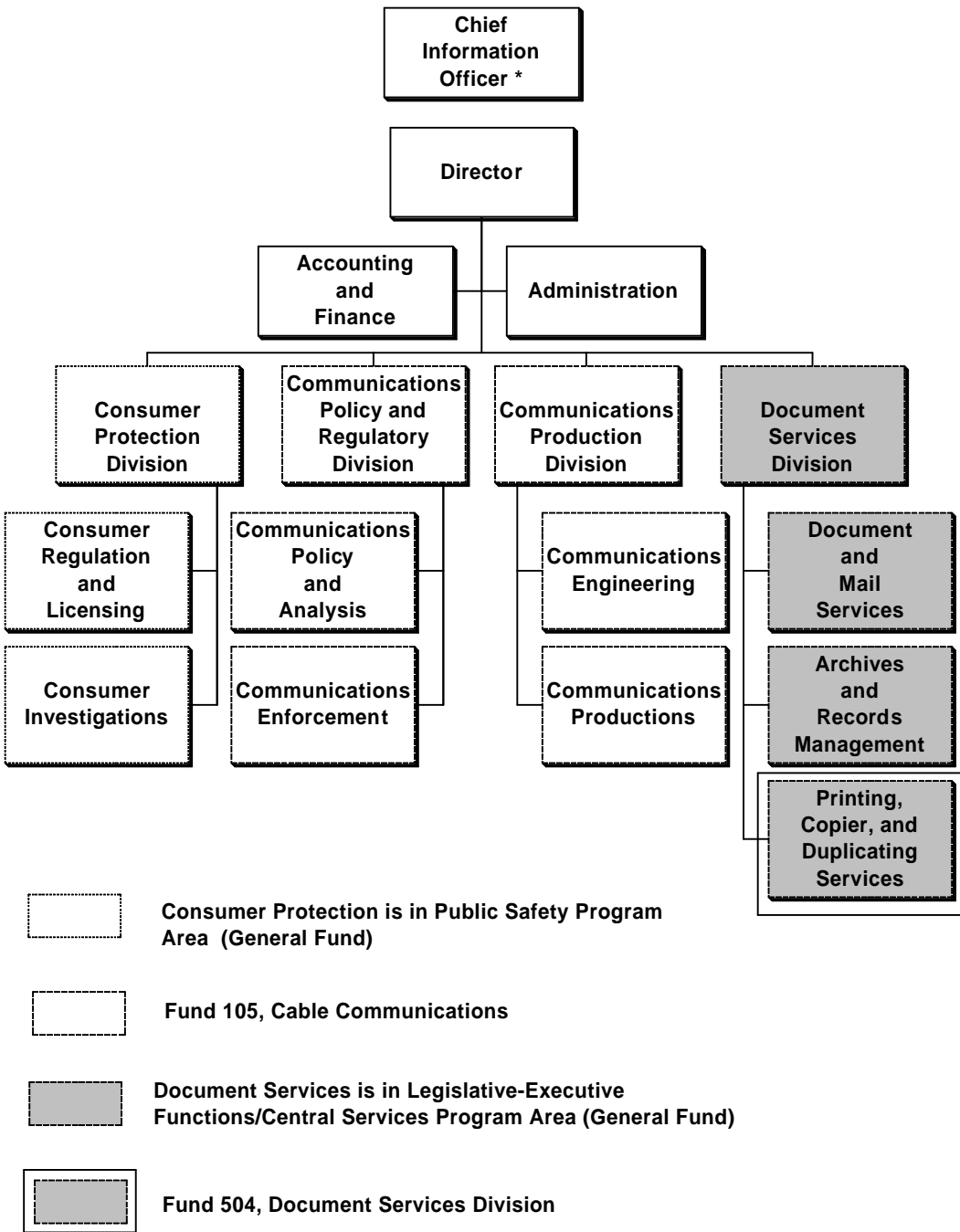


# DEPARTMENT OF CABLE COMMUNICATIONS AND CONSUMER PROTECTION

## FUND 504, DOCUMENT SERVICES DIVISION



\* The Chief Information Officer has responsibility for strategic direction and oversight of this agency; however, for budget purposes, this position and associated funding are reflected within the Department of Information Technology.

# FUND 504 DOCUMENT SERVICES DIVISION

## *Agency Position Summary*

### **Fund 001 (General Fund)**

Public Safety	15	Regular Positions	15.0	Regular Staff Years
Legislative Executive	<u>29</u>	Regular Positions	<u>29.0</u>	Regular Staff Years
<b>Fund 001 Total</b>	44	Regular Positions	44.0	Regular Staff Years
<b>Fund 105</b>	<b>39</b>	<b>Regular Positions</b>	<b>39.0</b>	<b>Regular Staff Years</b>
<b>Fund 504</b>	<u>20</u>	Regular Positions	<u>20.0</u>	Regular Staff Years
	103	Total Positions	103.0	Total Staff Years

## *Position Detail Information*

### ADMINISTRATION

<b>1</b>	<b>Director</b>
<b>1</b>	<b>Administrative Assistant V</b>
<b>1</b>	<b>Administrative Assistant IV</b>
<u>1</u>	Administrative Assistant V
4	Positions
4.0	Staff Years

### Accounting and Finance

1	Accountant III
1	Accountant II
3	Administrative Assistants III
5	Positions
5.0	Staff Years

### CONSUMER PROTECTION DIVISION

1	Director, Consumer Protection
1	Administrative Assistant IV
<u>1</u>	Administrative Assistant II
3	Positions
3.0	Staff Years

### Consumer Regulation and Licensing

1	Consumer Specialist III
1	Management Analyst II
2	Consumer Specialists I
1	Utilities Analyst
<u>2</u>	<b>Administrative Assistants II</b>
7	Positions
7.0	Staff Years

### Consumer Investigations

1	Consumer Specialist III
1	Consumer Specialist II
5	Consumer Specialists I
<b>1</b>	<b>Consumer Specialist I</b>
<u>1</u>	<b>Administrative Assistant II</b>
9	Positions
9.0	Staff Years

### COMMUNICATIONS POLICY AND REGULATORY DIVISION

<b>1</b>	<b>Director, Policy and Reg.</b>
<u>1</u>	<b>Administrative Assistant III</b>
2	Positions
2.0	Staff Years

### Communications Policy and Analysis

<u>2</u>	<b>Management Analysts III</b>
2	Positions
2.0	Staff Years

### Communications Regulation and Enforcement

<b>1</b>	<b>Management Analyst III</b>
<b>1</b>	<b>Engineer III</b>
<b>1</b>	<b>Engineering Technician III</b>
<b>4</b>	<b>Communications Engineer</b>
<b>8</b>	<b>Senior Electrical Inspectors</b>
8.0	Positions
8.0	Staff Years

### COMMUNICATIONS PRODUCTION DIVISION

<b>1</b>	<b>Director, Comm. Prod.</b>
<u>2</u>	<b>Administrative Assistants II</b>
3	Positions
3.0	Staff Years

### Communications Engineering

<b>1</b>	<b>Engineer III</b>
<b>1</b>	<b>Engineer II</b>
<u>1</u>	<b>Video Engineer</b>
3	Positions
3.0	Staff Years

### Communications Productions

<b>5</b>	<b>Producers/Directors</b>
<b>4</b>	<b>Assistant Producers</b>
<b>4</b>	<b>Media Technicians</b>
<u>1</u>	<b>Instruct./Cable TV Specialist</b>
14	Positions
14.0	Staff Years

### DOCUMENT SERVICES DIVISION

#### Document and Mail Services

1	Director, Document Services
1	Chief, Mail Services
1	Administrative Assistant V
<u>15</u>	Administrative Assistants II
18	Positions
18.0	Staff Years

#### Archives and Records Management

1	County Archivist
1	Assistant Archivist
1	Archives Technician
2	Administrative Assistants II
5	Positions
5.0	Staff Years

#### Printing, Copier and Duplicating Services

<b>1</b>	<b>Printing Services Manager</b>
<b>2</b>	<b>Customer Service Specialists</b>
<b>2</b>	<b>Printing Shift Supervisors</b>
<b>8</b>	<b>Print Shop Operators II</b>
<b>1</b>	<b>Administrative Assistant III</b>
<b>4</b>	<b>Print Shop Operators I</b>
<b>1</b>	<b>Print Shop Helper</b>
<u>1</u>	<b>Computer Systems Analyst III</b>
20	Positions
20.0	Staff Years

**\*Positions in bold italics are supported by Fund 105, Cable Communications.**

**\*\*Positions in italics are supported by Fund 504, Document Services Division.**

# FUND 504

## DOCUMENT SERVICES DIVISION

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### Agency Mission

To provide and coordinate printing, copier and duplicating, micrographic (microfilm and microfiche), mail, publication sales and distribution, and archives and records management services to County agencies as well as printing services to the Fairfax County Public School System.

Agency Summary					
Category	FY 2002 Actual	FY 2003 Adopted Budget Plan	FY 2003 Revised Budget Plan	FY 2004 Advertised Budget Plan	FY 2004 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	20/ 20	20/ 20	20/ 20	20/ 20	20/ 20
Expenditures:					
Personnel Services	\$927,458	\$1,071,661	\$1,071,661	\$1,133,872	\$1,127,115
Operating Expenses	6,592,635	6,525,707	6,868,410	6,741,606	6,741,606
Capital Equipment	392,948	55,000	97,207	0	0
<b>Total Expenditures</b>	<b>\$7,913,041</b>	<b>\$7,652,368</b>	<b>\$8,037,278</b>	<b>\$7,875,478</b>	<b>\$7,868,721</b>

Summary by Cost Center					
Category	FY 2002 Actual	FY 2003 Adopted Budget Plan	FY 2003 Revised Budget Plan	FY 2004 Advertised Budget Plan	FY 2004 Adopted Budget Plan
Printing and Duplicating Services	\$7,827,315	\$7,360,638	\$7,745,548	\$7,785,478	\$7,778,721
Micrographic Services	85,726	291,730	291,730	90,000	90,000
<b>Total Expenditures</b>	<b>\$7,913,041</b>	<b>\$7,652,368</b>	<b>\$8,037,278</b>	<b>\$7,875,478</b>	<b>\$7,868,721</b>

### *Board of Supervisors' Adjustments*

***The following funding adjustments reflect all changes to the FY 2004 Advertised Budget Plan, as approved by the Board of Supervisors on April 28, 2003:***

- ◆ A decrease of \$6,757 reflects reduced funding for the Pay for Performance program. Based on the approved 25 percent reduction, the FY 2004 program will result in reductions in the increases employees will receive based on their performance rating, capping employees to a maximum of 5.25 percent. This adjustment leaves in place the Pay for Performance program in preparation for system redesign for FY 2005.

***The following funding adjustments reflect all approved changes to the FY 2003 Revised Budget Plan from January 1, 2003 through April 21, 2003. Included are all adjustments made as part of the FY 2003 Third Quarter Review:***

- ◆ An increase of \$342,703, offset with an appropriation from fund balance, for the lease costs of two high volume digital printers and one color printer, as part of a five year lease agreement upgrading existing County printers and providing more in-house functionality.

# **FUND 504**

## **DOCUMENT SERVICES DIVISION**

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### ***County Executive Proposed FY 2004 Advertised Budget Plan***

#### **Purpose**

The Document Services Division provides printing, copier and duplicating, and micrographics (microfilm and microfiche) services to County agencies, as well as printing services to the Fairfax County Public Schools. All direct labor and material costs associated with services, as well as an equipment replacement reserve fee, are recovered from customer agencies.

This Division is responsible for managing the County's Copier Program which provides full copier service to all County agencies. In FY 2001, the Division began replacing outdated copy machines with state-of-the-art digital multi-function devices (DMFD) through an operating lease. These devices are capable of copying, printing, faxing, and scanning.

The Document Services Division will continue to provide microfilming services to County agencies based on retention schedules developed by the County Archivist in compliance with State mandates. The Archives and Records Management Cost Center in the Department of Cable Communications and Consumer Protection will be responsible for oversight of the program. Microfilming historical documents continues to be beneficial in minimizing space required to store public records in compliance with State regulations.

#### **Key Accomplishments**

- ◆ Increased the number of jobs electronically submitted to the County Printing Center, as well as printed via digital technology, by 27 percent in order to decrease the turn-around time of jobs for customers. A total of 25.5 percent of all digital print jobs in FY 2002 were submitted electronically.
- ◆ Upgraded digital equipment in the County Printing Center to increase productivity and reduced operating costs.
- ◆ Increased the speed of printing booklets in-house by 33 percent and reduced the number of print jobs outsourced to reduce the production cost.

#### **FY 2004 Initiatives**

- ◆ Continue the networking programs, digital submission of print jobs, and print on-demand technology in the County Printing Center.
- ◆ Explore the use of other software solutions to enable streamlining of current work processes to significantly improve County and Schools asset management.
- ◆ Implement electronic billing to agencies through current production tracking software providing agencies with current job status and real-time reports.

#### **Performance Measurement Results**

In FY 2002, the offset printing volume produced by the Printing Shop was 80 million pages, with 95 percent of jobs meeting scheduled deadlines. Digital color pages produced in FY 2002 increased by 312,258 pages or 55.3 percent from FY 2001.

# FUND 504

## DOCUMENT SERVICES DIVISION

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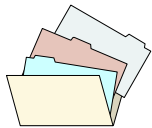
### Funding Adjustments

*The following funding adjustments from the FY 2003 Revised Budget Plan are necessary to support the FY 2004 program:*

- ◆ An increase of \$62,211 in Personnel Services associated with salary adjustments necessary to support the County's compensation program.
- ◆ A net increase of \$215,899 in Operating Expenses is primarily due to the FY 2004 estimate of the payments due under the copier lease contract (digital multi-function devices), and funding required to support increased functionality and color capability of three leased digital printing machines.
- ◆ An increase in the General Fund transfer of \$1 million to a level of \$2.9 million. This amount supports the fourth year costs of a five-year equipment lease in the County's Copier Program. In FY 2003 partial program support was provided by available one-time, unreserved fund balance, permitting the General Fund transfer to be reduced.

*The following funding adjustments reflect all approved changes in the FY 2003 Revised Budget Plan since passage of the FY 2003 Adopted Budget Plan. Included are all adjustments made as part of the FY 2002 Carryover Review and all other approved changes through December 31, 2002:*

- ◆ As part of the FY 2002 Carryover Review, a net increase of \$42,207 in encumbered carryover.



### Printing and Duplicating Services

Cost Center Summary					
Category	FY 2002 Actual	FY 2003 Adopted Budget Plan	FY 2003 Revised Budget Plan	FY 2004 Advertised Budget Plan	FY 2004 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	20/ 20	20/ 20	20/ 20	20/ 20	20/ 20
<b>Total Expenditures</b>	<b>\$7,827,315</b>	<b>\$7,360,638</b>	<b>\$7,745,548</b>	<b>\$7,785,478</b>	<b>\$7,778,721</b>

### Goal

To provide printing and duplicating services to all County agencies and the Fairfax County Public Schools in order to fulfill their informational and educational objectives with printed material.

### Performance Measures

#### Objectives

- ◆ To improve the percent of printed jobs delivered according to the scheduled delivery date from 95 percent to 97 percent.
- ◆ To provide an efficient cost per copy by managing the Copier Program to achieve a cost increase of no more than 5 percent, while maintaining customer satisfaction at 85 percent.

# FUND 504

## DOCUMENT SERVICES DIVISION

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2000 Actual	FY 2001 Actual	FY 2002 Estimate/Actual	FY 2003	FY 2004
<b>Output:</b>					
Total offset, xerographic, and bindery jobs received	8,927	8,163	9,300 / 8,446	8,500	8,500
Pages produced - offset services (in millions)	46.9	47.0	51.4 / 46.0	46.0	46.0
Pages produced - digital print (in millions)	34.4	37.0	39.9 / 35.5	35.5	35.5
Pages produced - digital color (1)	204,824	565,000	720,000 / 877,258	900,000	900,000
Office copies made (in millions)	45.1	65.5	85.0 / 80.0	80.0	81.0
<b>Efficiency:</b>					
Cost per page produced - offset services	\$0.022	\$0.025	\$0.026 / \$0.027	\$0.030	\$0.032
Cost per page produced - digital printing	\$0.025	\$0.025	\$0.023 / \$0.032	\$0.033	\$0.034
Cost per page produced - digital color (2)	\$0.39	\$0.28	\$0.24 / \$0.25	\$0.22	\$0.22
Cost per office copy (3)	\$0.029	\$0.039	\$0.039 / \$0.041	\$0.041	\$0.043
Client charge per office copy	\$0.030	\$0.030	\$0.040 / \$0.030	\$0.030	\$0.045
<b>Service Quality:</b>					
Percent of Print Shop clients rating timeliness and dependability of service as satisfactory	NA	NA	95% / 90%	95%	95%
Percent of office copier clients satisfied with services	NA	NA	85% / 80%	85%	85%
<b>Outcome:</b>					
Percent of Print Shop jobs meeting deadlines	95%	95%	95% / 95%	95%	97%
Percent change in cost per copy	16.00%	34.50%	0.00% / 5.13%	0.00%	4.90%

(1) Significant increase starting in FY 2001 due to the addition of a new in-house machine capable of producing digital color.

(2) Decrease from FY 2000 to FY 2001 due to a revision in the methodology to better reflect direct cost associated with digital copiers.

(3) Increase from FY 2000 to FY 2001 due to the expanded functionality of the new digital copier machines versus the old analog copier machines. The new machines are capable of copying, printing, scanning and faxing.

# FUND 504

## DOCUMENT SERVICES DIVISION



### Micrographic Services

Cost Center Summary					
Category	FY 2002 Actual	FY 2003 Adopted Budget Plan	FY 2003 Revised Budget Plan	FY 2004 Advertised Budget Plan	FY 2004 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	0/0	0/0	0/0	0/0	0/0
<b>Total Expenditures</b>	<b>\$85,726</b>	<b>\$291,730</b>	<b>\$291,730</b>	<b>\$90,000</b>	<b>\$90,000</b>

### Goal

To administer the County's micrographic (microfilm and microfiche) contract services for required County agencies in accordance with State statutes and to ensure that the contractor meets the needs of each user in a timely manner at the lowest possible cost.

### Performance Measures

#### Objectives

- ♦ To ensure compliance with contractual requirements reflecting job cost and 100 percent scheduled completion time frames.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2000 Actual	FY 2001 Actual	FY 2002 Estimate/Actual	FY 2003	FY 2004
<b>Output:</b>					
Jobs completed (1)	250	249	200 / 132	132	132
Jobs returned to customers within scheduled time frame (1)	250	249	200 / 132	132	132
<b>Efficiency:</b>					
Cost per job (2)	\$1,344	\$1,037	\$1,459 / \$649	\$650	\$650
<b>Service Quality:</b>					
Accuracy of jobs returned to customers within scheduled timeframe	100%	100%	100% / 100%	100%	100%
Percent of clients satisfied with service	NA	NA	NA / 95%	95%	95%
<b>Outcome:</b>					
Percent job completed within scheduled time frame	100%	100%	100% / 100%	100%	100%

(1) Decrease from FY 2001 to FY 2002 because of a change in operational procedures, whereby agencies may contract out on their own for micrographic services (rather than through the Print Shop, as done previously). Outsourcing by agencies is not reflected.

(2) Decrease from FY 2001 to FY 2002 due to a change in the mix of jobs which remained to be contracted out by the Print Shop. More complicated and expensive jobs are now being contracted out directly by the agencies.

# FUND 504

## DOCUMENT SERVICES DIVISION

### FUND STATEMENT

Fund Type G50, Internal Service Funds

Fund 504, Document Services Division

	FY 2002 Actual	FY 2003 Adopted Budget Plan	FY 2003 Revised Budget Plan	FY 2004 Advertised Budget Plan	FY 2004 Adopted Budget Plan
<b>Beginning Balance</b>	<b>\$1,774,419</b>	<b>\$1,004,569</b>	<b>\$1,164,544</b>	<b>\$350,503</b>	<b>\$7,800</b>
Revenue:					
County Receipts	\$2,283,765	\$2,598,027	\$2,598,027	\$2,650,048	\$2,646,669
School Receipts	2,200,050	2,307,733	2,307,733	2,327,748	2,324,370
Equipment Replacement Reserve	64,351	74,774	74,774	145,175	145,175
<b>Total Revenue</b>	<b>\$4,548,166</b>	<b>\$4,980,534</b>	<b>\$4,980,534</b>	<b>\$5,122,971</b>	<b>\$5,116,214</b>
Transfer In:					
General Fund (001) <sup>1</sup>	\$2,755,000	\$1,900,000	\$1,900,000	\$2,900,000	\$2,900,000
<b>Total Transfer In</b>	<b>\$2,755,000</b>	<b>\$1,900,000</b>	<b>\$1,900,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>
<b>Total Available</b>	<b>\$9,077,585</b>	<b>\$7,885,103</b>	<b>\$8,045,078</b>	<b>\$8,373,474</b>	<b>\$8,024,014</b>
Expenditures:					
Personnel Services	\$927,458	\$1,071,661	\$1,071,661	\$1,133,872	\$1,127,115
Operating Expenses	6,592,635	6,525,707	6,868,410	6,741,606	6,741,606
Capital Equipment	392,948	55,000	97,207	0	0
<b>Total Expenditures</b>	<b>\$7,913,041</b>	<b>\$7,652,368</b>	<b>\$8,037,278</b>	<b>\$7,875,478</b>	<b>\$7,868,721</b>
<b>Total Disbursements</b>	<b>\$7,913,041</b>	<b>\$7,652,368</b>	<b>\$8,037,278</b>	<b>\$7,875,478</b>	<b>\$7,868,721</b>
<b>Ending Balance</b>	<b>\$1,164,544</b>	<b>\$232,735</b>	<b>\$7,800</b>	<b>\$497,996</b>	<b>\$155,293</b>
Replacement Equipment Reserve <sup>2</sup>	\$205,136	\$224,935	\$0	\$492,596	\$149,893
PC Replacement Reserve <sup>3</sup>	5,400	7,800	7,800	5,400	5,400
<b>Unreserved Ending Balance</b>	<b>\$954,008</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<sup>1</sup> The General Fund Transfer In supports a 5 year equipment lease in the County's Copier Program. In FY 2003, the third year of the lease, partial program support was provided by available unreserved fund balance. In FY 2004 the Copier Program is supported by a General Fund Transfer.

<sup>2</sup> The Replacement Equipment Reserve provides for the scheduled replacement of equipment for the activities supported by this fund. In FY 2004 the charge to agencies in support of this reserve will be increased from 2.5 percent of billed Print Shop services to 5.0 percent to support the agency's updated multi-year equipment replacement program.

<sup>3</sup> The PC Replacement Reserve provides for the timely replacement of computer equipment for the activities in this fund.